

1999 Biennial Review Business Line Summary Ranked by Overall Satisfaction

Defense Agency/ DoD Field Activity - Business Line	Overall Satisfaction Score	Satisfaction with Business Line	Responsiveness to Customers	Satisfaction with Specific Products and Services	Coordination with Customers	Number of Surveys
DLSA - Adjudication of disputes for DoD component organizations (Defense Office of Hearings and Appeals)	60%	56%	50%	50%	83%	18
BMDO - Technology research, development, test and evaluation, and architecture/engineering	59%	50%	64%	50%	73%	11
DFAS - Financial and accounting services	59%	52%	65%	56%	64%	96
DIA - Intelligence information management	58%	56%	44%	78%	56%	9
TMA - Integration of the managed care and direct care systems providing medical care to MHS eligible beneficiaries	52%	52%	58%	37%	59%	45
DSCA - Development and implementation of security assistance programs	40%	36%	44%	41%	38%	48
DSCA - Support to development of security assistance policy	31%	26%	36%	27%	33%	47
DSCA - Supervision and performance of accounting and reporting functions for security assistance	29%	23%	33%	28%	30%	30
DSS - Personnel security investigations	27%	14%	29%	21%	43%	14